



9-1-1 Office Memo 07-01

March 30, 2007

EXPIRATION: When superseded or rescinded

To: Public Safety Answering Point (PSAP) Managers and County Coordinators

SUBJECT: REVISED CHAPTERS IN THE CALIFORNIA 9-1-1 OPERATIONS MANUAL

The California 9-1-1 Emergency Communications Office (9-1-1 Office) has revised two Chapters in the State of California 9-1-1 Operations Manual, Chapter III (Funding) and Chapter VIII (9-1-1 County Coordinator). These revisions reflect "lessons learned" in our funding policies and procedures as well as in response to the impact of emerging technologies on the accurate delivery of 9-1-1 calls.

As part of an ongoing effort to facilitate the funding process for 9-1-1 equipment and services, the 9-1-1 Office has updated Chapter III to clarify language that has presented interpretive challenges, and to improve specific instructions in our funding processes. Careful consideration has been given to language so that it is consistent with our directive to provide funding for the delivery of 9-1-1 calls to the 9-1-1 call taker.

We have also modified Chapter VIII to reflect the expanded role of the 9-1-1 County Coordinator. This revision emphasizes the importance of their work in maintaining the integrity of 9-1-1 caller information for accurate 9-1-1 call routing and their performance as the central contact point for the PSAPs in their county.

You may view and download these revised chapters at our 9-1-1 Office website, located at <http://www.td.dgs.ca.gov/Services/911/default.htm>. If you have any questions regarding changes to Chapter III or Chapter VIII, please do not hesitate to contact your assigned 9-1-1 Office consultant. You may also reach me by email at daphne.rhoe@dgs.ca.gov or (916) 657-9911.

A handwritten signature in blue ink that reads "Daphne Rhoe". The signature is fluid and cursive, with the first name "Daphne" and last name "Rhoe" clearly distinguishable.

DAPHNE RHOE, ENP
Chief, California 9-1-1 Emergency Communications Office

DR/SL:ja